

# Results from the DOHnet4 Launch "QuickSurvey"

## May 31, 2001

The Intranet Site Utah Public Health

DOHnet

A to Z

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Help

Question: "What are the three most important items an employee web site should provide to you?"

### A. Executive Summary: DOHnet4 users listed:

### 2 - most important site design elements:

#### 1 - the most important items of content:

1. UDOH News
2. Events
3. Benefits and Other HR Information

1. Ease of Use
2. Speed
3. Quality Information

3 - Respondents: 184 (15.3% of employees); 632 responses

4 - Responses: 632 - 556 Content, 64 Design and 12 General

### B. Top 10 Content Items

Rank	#	Category of Comment
1	54	UDOH NEWS
2	49	EVENTS
3	36	BENEFITS INFO
4	33	HRM INFO
5	32	POLICIES AND PROCEDURES
6	26	LINKS
7	21	EMPLOYEE RESOURCES
8	21	PROGRAM INFO
9	20	WORK RELATED
10	19	COMPENSATION INFO

# = Number of individual responses

### C. Top 8 Design Elements

Rank	#	Category of Comment
1	20	EASE OF USE
2	8	SPEED
3	6	ACCURATE INFO
4	6	INFORMATIVE
5	5	UPDATED FREQUENTLY
6	4	CURRENT INFO
7	3	NAVIGATION
8	2	TIMELY INFO

### 12 Miscellaneous Compliments & Comments

8	COMPLIMENTS
4	COMMENTS

[Click on any category in the lists to see the text of the actual responses](#)

### D. Other Content Items and Design Element Categories

#	Category of Comment
16	ABOUT UDOH
15	CALENDAR
15	JOB OPPORTUNITIES
14	DIRECTORIES
12	CONTACT INFO
11	STATE NEWS
10	EMPLOYEE INFO
10	FORMS
9	DIVISION INFO
8	HOT TOPICS
8	ORG CHARTS
7	RULES AND REGULATIONS
7	TRAINING OPPORTUNITIES
5	FINANCIAL INFO
5	LEGISLATIVE INFO
5	TECHNOLOGY INFO
4	BUREAU INFO
4	EMPLOYEE FORUM
4	EMPLOYEE SPECIALS
4	FAQ
4	HEALTH INFO
4	PERSONAL INFO
4	PUBLIC HEALTH INFO
4	RESOURCES
3	EMPLOYEE NEWS
3	EMPLOYEE PROFILES
3	RECOGNITION

# = Number of individual responses

#	Category of Comment
2	BUILDING INFO
2	BULLETIN BOARD
2	DATA SOURCES
2	FEEDBACK OPPORTUNITIES
2	HEALTH DATA
2	HEALTH TIPS
2	NEW EMPLOYEE INFO
2	PEOPLE STORIES
2	PHONE INFO
2	UPEA INFO
1	CENTRAL INFO SOURCE
1	CUBICLE INFO
1	DISASTER PLANS
1	DRESS CODE
1	GRANT WRITING
1	HEALTH LINKS
1	HEALTH NEWS
1	HINTS AND TRICKS
1	IMPORTANT DOCUMENTS
1	INSPIRATIONAL CONTENT
1	JOB DESCRIPTIONS
1	MANAGEMENT DECISIONS
1	MULTIPLE USE
1	NEW PROGRAMS
1	NEWSLETTER
1	NO JUNK MAIL

#	Category of Comment
1	OLYMPIC INFO
1	PERSONAL SERVICES
1	PERSONALIZE HOME PAGE
1	POLITICAL INFO
1	PROBLEMS AND SOLUTIONS
1	RESEARCH HELPS
1	SELF IMPROVEMENT
1	SITE MAP
1	STATE CODE
1	SUPPORT SERVICES
1	UDOH PRIORITIES

#	Category of Comment
1	USER FRIENDLY
1	CLEAR INFO
1	COLORFUL / PICTURES / FUN
1	GOOD RESOURCE
1	HEADLINES
1	PRIDE IN SITE
1	PROFESSIONAL LOOK
1	QUALITY CONTROL
1	SEARCHING CAPABILITY
1	USEABLE INFO

## E. Survey Details and Descriptions

### Purposes of Survey:

1. Test DOHnet4 Survey capability.
2. Demonstrate a "QuickSurvey"
3. Gather information on users opinions on what are the most important features of an employee web site.

**Survey Dates:** Monday, 5/21/2001 through Friday, 5/25/2001

**Question:** "What are the three most important items an employee web site should provide to you?"

**Details of Survey Instrument:** A web enabled survey was created, using database and web interface tools. A single page (see below) containing the survey fields / boxes was created which interfaced with the online database and sent the responses to the web database on a UDOH web server. Other details:

1. **Online** - linked from DOHnet4 Home page at launch date, May 21, 2001.
2. **ID Boxes** - Respondents could enter First and last names, or Employee ID number.
3. **Response Boxes** - Respondents entered answers in text boxes provided (free text entry), then had to click on the "Submit My Responses" button at the bottom of the page.
4. **Response Data Collect** - Entries in the text boxes stored on web server macnet.hl.state.ut.us. Also recorded was date and time responses entered.

**Respondents:** 184 unduplicated = 15.3% response rate from approximately 1,200 UDOH employees.

**Responses:** 545 => 2.96 / Respondent

**Categorized Responses:** 632 => 3.43 / Respondent. Some responses related to multiple categories

556	Related to DOHnet4 Site Content Items
64	Related to Site Design Element
12	General Comments & Compliments

**Categories:** The responses were free text entry, not choices from predetermined lists of features. In order to analyze and summarize the responses, categories (also referred to as "key words") were created. Each response was evaluated and a category was assigned to each response. Some responses related to multiple categories, and were included into each appropriate category.

**Respondent Numbers and Duplicates:** Two duplicate entries were discovered and the earliest entry from each was deleted. Both were found using the date/time stamps.

**Prizes:** Names and IDs of Respondents were separated from responses. HRM provided names of those only providing an Employee ID number, and all names were entered into the drawing. The following respondents will be awarded \$25 Quality Awards: Clive Evans, Chung Won Lee, Liz McElreath, Nancy Nielsen Thompson, Vicki Otanez, Barbara Ward, Lori West and Wei Zhang.

DOUGH-net cash prizes (\$1 - \$4) were also distributed for employees who set his or her browser Home page to DOHnet4.

## F. QuickSurvey Web Page / Data Entry Tool

DOHnet QuickSurvey #1

Instructions: Enter your responses in the boxes provided.  
When finished, click on the "Submit My Responses" button at the bottom of the page.  
Your responses do not have to be in priority order.

Question: "What are the three most important items an employee web site should provide to you?"

Your Responses:

1.

2.

3.

To be eligible for the prize drawing, enter your name -OR- your State Employee Number below:

First Name: Last Name:

OR Employee #:

Submit My Responses

Reset this form

[Return to DOHnet Home Page](#)

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord	
<b>54</b>	<b>UDOH NEWS</b>	
3	Current updates about Dept news and changes.	5 Applicable information from my Department.
6	Update on news within the department	14 Up to date changes in the department
15	new information, updates about UDOH	30 Updated appropriate dept. info
37	Important up-to-date news and issues affecting both employees and the department as a whole.	43 What is happening within the Department
49	Latest information on DOH	51 News
59	Latest information on important issues.	63 Agency news
74	internal communications	77 Information that's going on in the DOH and in the State.
78	information about happenings within the DOH	82 up to date information regarding the department
86	news for the Health Department	87 Information on what new things are happening in the Dept.
89	Latest changes and who it affects.	99 Happenings in the Department,different Divisions and Bureaus
101	the latest information regarding priority items	102 Information relating to my department
103	what is happening in the department	104 Current happenings
105	What changes are being made within the Health Dept	106 Updates on how the Hlth Department is doing as a group
109	Thnigs that are new	113 Updates on changes in the department, including meetings, department priorities, and messages from executive management.
115	Announcements that are of importance to employees	115 Any new updates that I should be aware of.
117	Timely updates on key DOH issues	119 Current Events, What's going on in the Department
121	News - up to the minute information on what is going on in the Dept.	122 DOH information pertaining to me
123	latest information and changes	125 The latest on what's happening in the department.
128	morale builders like the important activities, awards, projects of the various agencies under the DoH umbrella	130 Internal news and events
132	Information about what is going on within the Department.	135 Info from Rod B. or designee re direction of DOH, changes, positive news re programs, concerns we all need to be aware of, legislature approved benefits for employees - cost of living, step increase, recognition etc. (this is already being done in many different ways - so the info is out there - just what would be what you would expect from the web site
144	latest info from edo	145 Current events and information that effects my job.
147	Updated DOH information.	148 Breaking news
150	Provide information regarding events, media, or literature that affects the health department.	151 current information on DOH activities
153	Information relating to the subject area that is current.	156 Information on Department changes, policy updates.
163	Information on what is happening at the DOH (policies, decisions made by management, etc.)	165 What is happening at the health dept.
167	Information on whats going on in the Health Department.	170 WHAT'S NEW
173	Info about DOH happenings	180 whats new

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord		
<b>49</b>	<b>EVENTS</b>		
10	News on current Heath department events	11	Calendar of events along with a description of those events
17	Upcoming events	22	up-to-date events/issues pertaining to my job.
22	up-to-date events/issues pertaining to Utah State Gov. particularly Health.	27	Upcoming events
30	A list of current events and health topics of updated technologies and changing regulation.	31	events and calendars
36	calendar of important events	48	Updates on Current Events within and around the DOH.
48	Any existing information sent as reminders to employees of policies, benefits or upcoming events	54	Latest updates on current events
56	Information on upcoming events and sites that might be of interest	61	NEWS OF EVENTS WITHIN THE DOH
66	Calendar of events	69	Events. Whether it be a Halloween party, or the June 5th DOH meeting, all events for all divisions should be here.
72	Information about services and events.	75	reminders of upcoming deadlines, events
81	calander of events	83	Upcoming events
90	Upcoming events, holidays calander, union information, advice on how to progress/advance in state government, etc.	91	CALENDAR OF EVENTS (I.E. BENEFITS FAIRS, OTHER DOH ACTIVITIES, ETC...)
94	calendar of events	95	Events
98	Current events and Departmental happenings. Job opportunities.	100	Interesting stories about events and/or people within the government.
105	good information about employee events	106	LOcal Events in SAlT Lake
109	events early enough to become involved	110	upcoming events in the dept.
116	current/upcoming events	119	Current Events, What's going on in the Department
126	Provide information on upcoming events, important issues, drawings etc.	128	morale builders like the important activities, awards, projects of the various agencies under the DoH umbrella
130	Internal news and events	134	upcoming events dates to remember
139	Employee rules, regulations, events and services.	142	Deparment sponsored events
145	Current events and information that effects my job.	150	Provide information regarding events, media, or literature that affects the health department.
151	current information on DOH activities	153	A calender of upcoming events and advertising for upcoming conferences.
155	calendar of events	156	Information, schedule of key events within the department.
164	CAalendar of Events	171	Current events and educational offerings
174	upcoming events	177	current and upcoming events
179	Employee Events		

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord		
<b>36</b>	<b>BENEFITS INFO</b>		
7	Health Care and Retirement Benefit informaiton	10	News on newe emplyee benifits
11	Reminder of employee benefits	12	Reminder of our benefits (i.e. Healthy Utah rebates, retirement seminars, discounts, etc.)
17	Employee benefits information	19	Personnel Changes - (i.e. salary and compensation info from legislative - insurance coverage changes
26	benefit information	33	employee benefits' information and other HR materials
48	Any new information regarding employee benefits or changes	48	Any existing information sent as reminders to employees of policies, benefits or upcoming events
49	Employee Benefits	56	Access to my personal files and benefits information
57	Befefit information	58	updated changes concerning benefits and rules from the employer
60	employee benefits, retirement data, 401 K, etc--personal data one can track; special benefits or perks to employees	64	Employee updates ie: Benefits
67	Changes in benefits	68	Health Insurance benefits with explanations of what is covered and what is excluded and the reason for the exclusion. Appeal forms available on the computer
76	Information on benefits	85	Update on employee benefits
90	Information about benefits/access to changing information on the benefits package, new information regarding same.	93	information about benefits
98	Quick access to my employee information. Including benefits.	118	Financial/Retirement information
123	employee benefits and resources	129	HEALTH INSURANCE INFORMATION
134	new bennefits or changes	143	Updates on employee benefits as they occur.
145	Benefit information	156	Information on benefit changes.
157	Information about current employee benefits	160	Updates on employee benefits and upgrades. We need to know we are valuable to the Department of Health in order to be the best employees in the State system.
164	Benefit notices	166	Personal help like links to information on benefits and quick access to financial information.
182	Any available information regarding employee benefits.	184	Links to areas we can find answers to about programs, benefits, job opportunities that is easy to find.

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord		
<b>33</b>	<b>HRM INFO</b>		
4	Employee information(benefits; rights)	9	Human Resources information
15	HR information	18	HR related information such as changes in benefits, policies, and training
21	HR information	25	Forms and information from human resources.
33	employee benefits' information and other HR materials	44	Workplace information that may affect compensation, Medical/Dental insurance, step increases, leave, etc.
46	Information on human resource rules	47	Access to HRM and its resources
51	Personnel	57	Chain of command for grievances.
61	HUMAN RESOURCE ISSUES	63	HR FAQ's
65	HRM Rules/Guidelines	66	Timely, up-to-date employee information
71	Would rather have a "button" for HR rather than have it in the Employee Services.	94	information on employee bennifits
99	The latest HRM rule changes	103	personnel information
106	Employee Personal Policies	113	Human Resource Information - policies, issues, forms etc...
119	Access to human resources information and forms	126	The latest information regarding the employer, if there are changes,upgrades etc.
128	current information on personnel/HR topics (ie, benefit enrollment, pay raises, job openings, security in building)	130	HR information
132	Access to employee information, like what is in the new HR site regarding our profiles.	141	human resources information
144	quick access to dhrm	158	HRM stuff
171	Personnel and employee information	179	Personel information
180	human resources		

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord		
<b>32</b>	<b>POLICIES AND PROCEDURES</b>		
4	Survival guidelnes (e.g, how to do an IRB; resources for grant writings)	9	New policy changes
26	policies	29	policy information and forms that are easily accessible
31	policies and procedures	43	Employment information - department policies
48	Any existing information sent as reminders to employees of policies, benefits or upcoming events	49	Policies and Procedures
62	The Policies and Procedures are great to refer to.	67	Changes in policy
73	Accurate and timely information about our Department's policies, procedures and guidelines. Especially, what to do in the event of an emergency and/or disaster. I know this information is available in many different places, however, this should be the place for us to rely on the for the most accurate information. A quick reference list could be created for printing so that each employee could print it and carry in their purse or wallets. When the instructions change we could be alerted to print a new quick reference list.	75	changes in policy & procedures
78	access to policy & procedures	79	information regarding new policy's
81	policy and procedures	90	Access to policies and procedures, especially pay scale information, job descriptions and personnel issues, such as policy on employees having to take annual leave to attend a retirement seminar, for example.
96	Policy / forms	106	Employee Personal Policies
109	polycys	111	Dept policies
113	Human Resource Information - policies, issues, forms etc...	121	Policy, procedures, and employee resources
129	STATE/GOVERNMENT/POLICY CHANGES	142	Department policies and rules
146	Policy clarification	156	Information on Department changes, policy updates.
170	POLICIES AND PROCEDURES	177	policies
179	Changes in policy	181	policies and procedures both department and state
181	policies and procedures both department and state	182	Current information regarding department policies and procedures

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord		
<b>26</b>	<b>LINKS</b>		
4	Relevant links (as you have- to LHDs, Finance, etc).	18	Quick links to other health related information
20	LINKS	25	Useful and quick links to other state agencies.
26	access to e-mail	38	Links to other UDOH's throughout the U.S. and other Health Departments in the state
39	GroupWise E-Mail intergration or link.	50	I understand that this is a work in progress, but once you have finished the entire process of building this web site, you should make sure that all the links work and that all the information is complete. It is very frustrating when you are going through a web site and it doesn't take you where it said it would. Overall this is a good and informative website.
54	Useful websites for employees to go to	59	Links to sites that can provided needed information.
70	Links to sites related to the topics.	74	Links to search state websites
75	links to other often needed sites	82	links to related sites, i.e. links to other departments, state agencies
89	links to other websites of interest	97	Obvious links and commands
112	easy to use links	121	links - to govt related resources, data, community organizations related to our business.
126	Links to other sites of interesting information.	128	information about and links to other health related sites, such as county, national sites, healthy utah
137	Information, links, and resources that pertain to DOH staff.	140	links or access to statutes and rules
141	my program's web page	163	Links to programs withing the DOH
178	Links to commonly used tools to get our work done. Contracts, rules, how-to guides.	184	Links to areas we can find answers to about programs, benefits, job opportunities that is easy to find.



## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord		
<b>21</b>	<b>EMPLOYEE RESOURCES</b>		
3	Info about ongoing services or programs to make our lives healthier and less stressful	31	employee service
35	Information on employee support.	36	list of resources available to employees
44	Workplace information that may affect my personal life, vacation promotions (free stuff, cheap stuff) bonuses, leave time, etc.	46	Information about employee services
72	Information about services and events.	96	Employee services
98	Special offers for State employees from other companies	104	access to all employee services
108	resources available to employees, work and non work related	111	Employee Services
113	Employee resources such as benefit information, training, health programs, employee assistance info.	121	Policy, procedures, and employee resources
135	Healthy Utah access - such great programs for employees, easy way to access info	139	Employee rules, regulations, events and services.
143	Opportunities for self-improvement	160	Articles on Employee resources and services. Employees need to know what is available to them to help with problems and to improve their work situations and circumstances.
167	employee services	170	EMPLOYEE SERVICES
180	available services		

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord	
<b>21</b>	<b>PROGRAM INFO</b>	
3	New Programs or Department Goals	6 Highlight what each program is doing and have access to other programs
9	information on the different ares of doh	32 Important topics in simplified format
34	Information on what other departments and divisions are accomplishing and doing (in order to collaborate with other departments)	37 Information on where and what programs are available and who to contact.
58	a description of what duties each department carries out because this information can help you do your job better.	60 current issues and up date on program
67	Program,people and funding changes	73 Accurate and timely information about what our Deparment is responsible for showing each organization and listing the names of the Directors, Managers, Supervisors and employees. I know some of this information is available in many different places, however, this should be the place for us rely on for the most accurate information.
85	highlight an agency or bureau a month so we can learn what other programs do	88 Information about various programs and their activities - familiarity about UDOH - we're too self-contained
117	DOH program information	141 how to look up another program
146	Explanation of new programs	150 Program specific links.
153	Timely information relating to programs and services.	162 information on where we are headed as a department . Maybe feature some bureaus and divisions and things they are implementing
165	Information on and about the different bureaus and programs.	171 Infromation about DOH programs and services
183	I would like to be able to access DOH Administrative Rules and Medicaid State Plan.	

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord		
<b>20</b>	<b>WORK RELATED</b>		
5	Information concerning my job.	5	Information relevant to my bureau.
16	Information that is directly related to the work I do, or that my team members do.	22	up-to-date events/issues pertaining to my job.
35	Resources to help with my work responsibilities.	44	Workplace information that affects or may affect performance.
47	Other pertinent/interesting information	50	I think that a web site such as this should be interesting to employees, and have information that is pertinent to them.
55	Information that has an impact on my job.	59	Easy access to information that can help me in my job.
66	Information pertinent to doing my job	72	Updates of information that relate to employees.
100	Up-to-date information on issues affecting my job.	102	Information relating to my job
104	my personal work related info	115	Information that helps me with my work
120	Have timely info of general interest to all employees not just a few.	161	Information that will affect us as employees.
161	Information that may benefit DOH employees.	178	Links to commonly used tools to get our work done. Contracts, rules, how-to guides.

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord		
<b>19</b>	<b>COMPENSATION INFO</b>		
2	KNOWLEDGE OF ANY CHANGES REGARDING HEALTH INS SALARY ETC	18	HR related information such as changes in benefits, policies, and training
19	Personnel Changes - (i.e. salary and compensation info from legislative - insurance coverage changes	23	Updated salary information
24	Any new changes to employee benefits or pay.	27	Benefits information
44	Workplace information that may affect compensation, Medical/Dental insurance, step increases, leave, etc.	45	Compensation considerations
57	Pay raise schedules or bonus information	77	Information regarding the benefits and different options that we as the Department may have.
84	Current news/changes to benefits	100	Accurate benefit information.
127	What benefits we have(annual leave, sick leave, health)	138	Human resource/ benefit info.
149	retirement benefit changes	149	health insurance benefit changes
149	salary / benefit changes	158	Pay role info
184	Important information on personnel changes with benefits, etc.		

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord		
<b>16</b>	<b>ABOUT UDOH</b>		
3	New Programs or Department Goals	28	Mission, roles, functions and services
37	Information about the Department's goals.	38	Current information about the UDOH
42	Easy access to important department information.	42	Goals and organizational information
46	Access to department information	65	Department Protocols
74	Department Information	88	Hot topics / Building blocks / future direction of UDOH
135	Info from Rod B. or designee re direction of DOH, changes, positive news re programs, concerns we all need to be aware of, legislature approved benefits for employees - cost of living, step increase, recognition etc. (this is already being done in many different ways - so the info is out there - just what would be what you would expect from the web site	143	Goals & Objectives of the Organization, and Changes supported by reasons
159	Direction of health policy from upper directors of DOH	161	Information about the Department that may be of interest.
162	information on where we are headed as a department . Maybe feature some bureaus and divisions and things they are implementing	172	Whats going on within the company.

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord		
<b>15</b>	<b>CALENDAR</b>		
7	Community and Department Calendar of Events	12	Calendar of events which includes a description of the events
31	events and calendars	36	calendar of important events
66	Calendar of events	90	Upcoming events, holidays calander, union information, advice on how to progress/advance in state government, etc.
91	CALENDAR OF EVENTS (I.E. BENEFITS FAIRS, OTHER DOH ACTIVITIES, ETC...)	127	Have calendar so we can see upcoming holidays
140	DoH Callendar	153	A calender of upcoming events and advertising for upcoming conferences.
155	calendar of events	164	CAalendar of Events
164	CAalendar of Events	165	What is new or coming up - like a calendar.
178	Calendar of upcoming activities in the department.		

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord		
<b>15</b>	<b>JOB OPPORTUNITIES</b>		
10	Connections to employment related sites.	22	up-to-date issues to enhance my job or other employment opportunities.
27	Advancement opportunities	43	Employment information - department policies
64	job openings	78	access to employment opportunities
82	job opportunities	91	STATE EMPLOYMENT OPPORTUNITIES/LISTINGS
95	job listings	98	Current events and Departmental happenings. Job opportunities.
134	Job oportunities	139	Job opportunities.
145	Job listings	164	List of job openings or a link to HRM
184	Links to areas we can find answers to about programs, benefits, job opportunities that is easy to find.		

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord		
<b>14</b>	<b>DIRECTORIES</b>		
6	A directory within the department- not a State one.	34	Concise list of contact information for other employees and departments
36	employee directory, including a brief description of each persons position/role	39	Important Contacts (phone, address, etc.) Vendors, Security, Department Heads.
41	Updated phone numbers for the different divisions and bureaus within the department	43	employee services - easy employee listing
58	a directory of employee names, job title, phone extention and e-mail	89	state employee directory
96	Employee phone numbers	119	An employee directory
123	department directory	142	Phone numbers of employees in the dept
146	State DOH offices with addresses & phone	166	An A to Z list, a site map and great navigation buttons with alt tags.



## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord		
<b>1 2</b>	<b>CONTACT INFO</b>		
23	Access to People Needed In Questions (regarding specific areas)	29	contact information for suggestions for the site
34	Concise list of contact information for other employees and departments	38	A contacct name to inform errors or etc.
63	Easily accessible contact information for all personnel, divisions, etc.	72	People that we can contact for futher information.
84	Contact information if we have questions	97	A personal contact with phone number for articles and information found on the web site.
101	contact information	114	Who to contact for more information.
136	Where to get help	150	Contact information for important resouces.

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord	
11	STATE NEWS	
17	Public employee news letter	22 up-to-date events/issues pertaining to Utah State Gov. particularly Health.
64	State news	77 Information that's going on in the DOH and in the State.
86	news regarding the State	103 what is happening in the state
129	STATE/GOVERNMENT/POLICY CHANGES	153 Information relating to the subject area that is current.
168	News of interest within State Government	173 Info about State happenings
174	news that effect state workers	

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord		
<b>10</b>	<b>EMPLOYEE INFO</b>		
7	Directory with addresses, emails, faxes, and phone numbers	28	Phone Numbers, cube numbers and how to get there (a map).
30	Individual, personalized info.	87	Information on employees - a chance to know more about other employees
91	NAMES,PHONE NUMBERS, AND ADDRESSES OF DOH AND POSSIBLY OTHER STATE AGENCIES (MAYBE A GLOSSARY OF AGENCY ACHRONYMNS) A BRIEF DESCRIPTION OF EACH AGENCY'S DUTIES - JUST A SUGGESTION	147	Updated employee information.
168	Personal employee information access.	172	Employee information.
174	employee personnal information	177	employee directory

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord		
<b>10</b>	<b>FORMS</b>		
25	Forms and information from human resources.	29	policy information and forms that are easily accessible
41	Human Services & Employee Support forms	68	Health Insurance benefits with explanations of what is covered and what is excluded and the reason for the exclusion. Appeal forms available on the computer
83	Latest revision of applicable forms	95	Forms
96	Policy / forms	113	Human Resource Information - policies, issues, forms etc...
119	Access to human resources information and forms	140	support services IE OIT, forms etc

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord	
9	<b>DIVISION INFO</b>	
24	Information about division changes.	47 Access to other areas in the department
65	Information about each Division in the Department	69 Synopsis of each division. How do they all fit together to accomplish DOH goals. Along w/ recent accomplishments.
91	NAMES,PHONE NUMBERS, AND ADDRESSES OF DOH AND POSSIBLY OTHER STATE AGENCIES (MAYBE A GLOSSARY OF AGENCY ACHRONYMNS) A BRIEF DESCRIPTION OF EACH AGENCY'S DUTIES - JUST A SUGGESTION	99 Happenings in the Department,different Divisions and Bureaus
102	Information relating to my department	159 Highlights of news from specific bureaus/divisions,etc.
183	There is very little information that pertains to the Division of Health Care Financing. As the largest Division in the Department, DHCF stuff is scanty.	

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord	
8	<b>HOT TOPICS</b>	
8	It's nice to have "Hot Topics" that are easy to access and to be able to look back on previous issues.	18 A place to find out about hot topics in the DOH
19	Management Decisions - (i.e. Hot Topics and Division Meetings	41 Updated information that is happening within the department (Hot Topics etc.)
62	I like the fact that we are informed about what goes on in the Executive Mgmt Team Meetings. (Hot Topics)	88 Hot topics / Building blocks / future direction of UDOH
116	news regarding hot health issues	159 Information about important health topics/events that are/should be in the news

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord		
8	<b>ORG CHARTS</b>		
6	A directory within the department- not a State one.	28	Oranizations Trees
33	the latest org charts	42	Goals and organizational information
73	Accurate and timely information about what our Department is responsible for showing each organization and listing the names of the Directors, Managers, Supervisors and employees. I know some of this information is available in many different places, however, this should be the place for us rely on for the most accurate information.	130	Org charts
178	Organizational charts with detail down to each individual in the organization.	181	doh organization chart

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord		
7	<b>RULES AND REGULATIONS</b>		
1	Rules and Regulations	21	Rules and regulations (get em outta my file drawer)
30	A list of current events and health topics of updated technologies and changing regulation.	122	rules and regulations
139	Employee rules, regulations, events and services.	142	Department policies and rules
183	I would like to be able to access DOH Administrative Rules and Medicaid State Plan.		



## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord		
<b>7</b>	<b>TRAINING OPPORTUNITIES</b>		
22	up-to-date issues to enhance my job or other employment opportunities.	45	training opportunities
93	information on seminars pertaining to maximizing employees performance etc.	118	Educational self-improvement information
139	Educational opportunities.	162	information on training oportunities and conference
182	Information regarding offices/employees within the agency pertaining to job enhancement (i.e., what are other offices/employees doing to provide medical assistance training in their communities?. Acknowledge excellence!		

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord
5	<b>FINANCIAL INFO</b>
51	Financial
81	financial information
166	Personal help like links to information on benefits and quick access to financial information.
67	Program,people and funding changes
118	Financial/Retirement information

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord
5	<b>LEGISLATIVE INFO</b>
24	Legislative info.
88	Current legislative information related to health issues
160	A chance for employee voice. We need a survey that every employee can fill in to send to legislature listing the concerns and challenges of our jobs. If legislature understood our difficulties perhaps they would be more likely to listen and be more willing to help us correct some of the problems. If they are our employers they need to know.
45	Legislative considerations
158	Legislative actions affecting employees.

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord
5	<b>TECHNOLOGY INFO</b>
30	A list of current events and health topics of updated technologies and changing regulation.
73	Accurate and timely information about the software we use and information about how to use it... FAQ's concerning 'How Do I Do This Stuff'
80	under IT resources there should a download of the citrix client for telecommuters
110	information from EDP
162	some basic tips on use of the technology we have and how to use it

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord		
4	<b>BUREAU INFO</b>		
99	Happenings in the Department,different Divisions and Bureaus	159	Highlights of news from specific bureaus/divisions,etc.
165	Information on and about the different bureaus and programs.	167	Information on my Bureau

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord		
4	<b>EMPLOYEE FORUM</b>		
56	A forum for addressing issues or asking general questions	108	a confidential forum to voice opinions
135	perhaps a forum to ask questions that are on everyone's mind and get an answer back if they effected a large number of state employees, for example, is there a copy of our disaster plan? do we have disaster drills at DOH? What evacuation area sign is assigned to each area?? Asked at the front desk for the chart and they did not have any information at all.	160	A chance for employee voice. We need a survey that every employee can fill in to send to legislature listing the concerns and challenges of our jobs. If legislature understood our difficulties perhaps they would be more likely to listen and be more willing to help us correct some of the problems. If they are our employers they need to know.

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord
4	<b>EMPLOYEE SPECIALS</b>
92	NEW PRODUCTS LIKE COMPUTER PROGRAMS, OLYMPICS OFFERS, SPECIAL BUYS OR LOAN OFFERS FOR PRODUCTS FOR DOH EMPLOYEES, OR NEW FEDERAL PROGRAMS,...ETC.
93	information on good deals available to employees
108	incentives
155	prizes

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord	
4	FAQ	
53	Frequently Asked Questions	85 A place for employee's to ask questions
87	Questions from employees and responses from Executive office	135 perhaps a forum to ask questions that are on everyone's mind and get an answer back if they effected a large number of state employees, for example, is there a copy of our disaster plan? do we have disaster drills at DOH? What evacuation area sign is assigned to each area?? Asked at the front desk for the chart and they did not have any information at all.



## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord
4	HEALTH INFO
14	Info on State owned and operated "Health Clinics of Utah"
99	Health tips
105	Information about Health related issues
122	News in Health updates

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord		
4	PERSONAL INFO		
68	Information that we can access in our personnel files (read only access)	83	Access to personal information
102	Information important to me personally	124	access to my personal info, like Ineerweb

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord
4	<b>PUBLIC HEALTH INFO</b>
11	The latest public health information
12	Latest public health information
153	Information relating to the subject area that is current.
157	Information about current public health issues

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord		
4	RESOURCES		
15	Resources to divisions/programs within UDOH	137	Information, links, and resources that pertain to DOH staff.
148	Resource information	169	Resources

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord
3	<b>EMPLOYEE NEWS</b>
37	Important up-to-date news and issues affecting both employees and the department as a whole.
86	news regarding the State employees
116	employee news

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord
3	<b>EMPLOYEE PROFILES</b>
34	Process for accessing personal employee profiles and updating information
110	What's happening with employees - their work, hobbies, etc. personal profiles
127	Update changes (address,phone,W-forms,direct deposit)

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord
3	<b>RECOGNITION</b>
79	Appreciation for jobs well done to improve team spirit among the programs (even if it is something little)
128	morale builders like the important activities, awards, projects of the various agencies under the DoH umbrella
182	Information regarding offices/employees within the agency pertaining to job enhancement (i.e., what are other offices/employees doing to provide medical assistance training in their communities?. Acknowledge excellence!

## DOHnet4 Survey #1 - Responses by Key Words

#      KeyWord

### 2      BUILDING INFO

32      access to information about the structure of the  
employee's place of employment

76      News on what is going on in the building, and around the  
state



## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord	
2	BULLETIN BOARD	
21	bulletin board	183 What you have already is good and the presentation is logical. Perhaps you could put a bulletin board in place, where people could ask about resources (i.e grants), tips on how to lobby legislators, information about certain topic, consultatants, etc. A suggestion regarding the pull down menus; when you get to the bottom of the page, the pull down menu is obscured by the byline of the web developer.

## DOHnet4 Survey #1 - Responses by Key Words

#      KeyWord

### 2      DATA   SOURCES

35      Helpful data and items I never knew existed.      169      Data

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord
2	<b>FEEDBACK OPPORTUNITIES</b>
137	Feed back opportunities.
157	An opportunity to give feedback or ask for other information

## DOHnet4 Survey #1 - Responses by Key Words

#      KeyWord

### 2      HEALTH DATA

33      health data and up-to-date info. on programs and  
services

124      Health Data at my fingure prints

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord
2	HEALTH TIPS
55	Hints and tips to improve my personal health.
129	DISEASE PREVENTION/UPDATES/HEALTH TIPS

## DOHnet4 Survey #1 - Responses by Key Words

#      KeyWord

### 2      NEW EMPLOYEE INFO

61      INTRODUCTION OF NEW EMPLOYEES

79      Give some brief information and introductions of new employees and welcome them.

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord
2	PEOPLE STORIES
100	Interesting stories about events and/or people within the government.
125	Interesting spotlights/articles.

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord
2	PHONE INFO
1	Phone Numbers
28	Phone Numbers, cube numbers and how to get there (a map).



## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord	
2	UPEA INFO	
2	NEW INFO ON WHAT IS HAPPENING WITH UPEA	90 Upcoming events, holidays calander, union information, advice on how to progress/advance in state government, etc.

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord
<b>1</b>	<b>CENTRAL INFO SOURCE</b>
132	Having a publication where any/all information can be found which relates to the Department of Health.
<b>1</b>	<b>CUBICLE INFO</b>
28	Phone Numbers, cube numbers and how to get there (a map).
<b>1</b>	<b>DISASTER PLANS</b>
135	perhaps a forum to ask questions that are on everyone's mind and get an answer back if they effected a large number of state employees, for example, is there a copy of our disaster plan? do we have disaster drills at DOH? What evacuation area sign is assigned to each area?? Asked at the front desk for the chart and they did not have any information at all.
<b>1</b>	<b>DRESS CODE</b>
1	Dress Code
<b>1</b>	<b>GRANT WRITING</b>
4	Survival guidelnes (e.g, how to do an IRB; resources for grant writings)
<b>1</b>	<b>HEALTH LINKS</b>
118	Health information links
<b>1</b>	<b>HEALTH NEWS</b>
111	Health news
<b>1</b>	<b>HINTS AND TRICKS</b>
138	helpful hints-to save time-for working, single mothers
<b>1</b>	<b>IMPORTANT DOCUMENTS</b>
39	Important documents, links, and surveys. (HRM, Benefit programs, Acceptible Use Policy, DateLine DOH, etc.)
<b>1</b>	<b>INSPIRATIONAL CONTENT</b>
138	Inspirational sayings
<b>1</b>	<b>JOB DESCRIPTIONS</b>
90	Access to policies and procedures, especially pay scale information, job descriptions and personnel issues, such as policy on employees having to take annual leave to attend a retirement seminar, for example.
<b>1</b>	<b>MANAGEMENT DECISIONS</b>
19	Management Decisions - (i.e. Hot Topics and Division Meetings
<b>1</b>	<b>MULTIPLE USE</b>
155	internal data that can be used by multiple agencies
<b>1</b>	<b>NEW PROGRAMS</b>
14	New additions i.e. programs etc.

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord
<b>1</b>	<b>NEWSLETTER</b>
166	Easy to find news letters and links to research information.
<b>1</b>	<b>NO JUNK MAIL</b>
154	No junk Mail
<b>1</b>	<b>OLYMPIC INFO</b>
60	latest planning for the Olympics in terms of clinics, traffic, employee work, etc.
<b>1</b>	<b>PERSONAL SERVICES</b>
44	Workplace information that may affect my personal life, vacation promotions (free stuff, cheap stuff) bonuses, leave time, etc.
<b>1</b>	<b>PERSONALIZE HOME PAGE</b>
124	be able to personalize the page to my specific needs
<b>1</b>	<b>POLITICAL INFO</b>
55	Political information that will affect the doh personnel structure.
<b>1</b>	<b>PROBLEMS AND SOLUTIONS</b>
92	CURRENT PROBLEMS AND/OR SOLUTIONS TO PROBLEMS.
<b>1</b>	<b>RESEARCH HELPS</b>
166	Easy to find news letters and links to research information.
<b>1</b>	<b>SELF IMPROVEMENT</b>
118	Educational self-improvement information
<b>1</b>	<b>SITE MAP</b>
166	An A to Z list, a site map and great navigation buttons with alt tags.
<b>1</b>	<b>STATE CODE</b>
144	quick access to the administrative code
<b>1</b>	<b>SUPPORT SERVICES</b>
140	support services IE OIT, forms etc
<b>1</b>	<b>UDOH PRIORITIES</b>
19	Rod Pyramid Updates

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord		
<b>20</b>	<b>Z EASE OF USE</b>		
13	Easy on the eye; on this web site, there are two distracting movements for the eye to focus on -- they almost compete with each other)	16	It should be easy to use.
20	EASY USE	32	Easy navigation
40	Easy to read.	40	Easy to navigate (i.e. Can find what you are looking for when you need it).
50	I also think that it is important that all web sites including this one be easy to manage through all of the pages, as well as be flashy and colorful. I think that this web site is very easy to navigate and that it is well done.	52	Ease of accessibility and maneuverability around the site.
53	Easy to find information	63	Easily accessible contact information for all personnel, divisions, etc.
70	Easy access to the topics listed.	76	Easy access
77	Easy links, easy to access, and to understand	80	simplicity in locating resources
107	quick, easy to use	107	easy to find topics of interest
114	Easy access to informaion within a couple clicks of the mouse. Easy navigation throughout website.	120	be easy to find/locate info
131	easy	184	Ease of access

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord		
<b>8</b>	<b>Z SPEED</b>		
13	Easy access to information that is quick to find and not lengthy	107	quick loading when going to various links
107	quick, easy to use	125	Quick access to information.
131	quick	136	Quick Information
154	Fast Response Time	175	quick access to information needed

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord		
<b>6</b>	<b>Z ACCURATE INFO</b>		
2	TO MAKE SURE ALL INFO IS CORRECT AND MAKE CHANGES THAT NEED TO BE MADE	80	accurate information
97	Clear concise facts	114	Accurate, precise information.
137	Easy access to accurate information.	154	Good Instructions or Clear Information

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord		
<b>6</b>	<b>Z INFORMATIVE</b>		
20	INFORMATION	50	I think that a web site such as this should be interesting to employees, and have information that is pertinent to them.
69	Entertainment to keep me interested. Factoids, cartoons, etc.	131	informative
169	Information	175	items of interest

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord
<b>5</b>	<b>Z UPDATED FREQUENTLY</b>
29	updated info - the org chart for CFHS is not current at all - it is quite out-dated. Also, I think the IC program should be fixed to read the WIC program
40	Updated regularly.
52	Have the site updated more frequently.
54	Updates on the latest information
120	be updated frequently



## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord	
4	Z CURRENT INFO	
23	Current information	71 Hopefully it will be kept up to date. Current information is critical.
112	current informaion	176 This new site is very informative and time saving searching, simple click and your there with questions and answers. Will there be continuance updates posted? And how often, quartely or annually?

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord
3	<b>Z NAVIGATION</b>
52	Ease of accessibility and maneuverability around the site.
114	Easy access to informaion within a couple clicks of the mouse. Easy navigation throughout website.
183	What you have already is good and the presentation is logical. Perhaps you could put a bulletin board in place, where people could ask about resources (i.e grants), tips on how to lobby legislators, information about certain topic, consultatants, etc. A suggestion regarding the pull down menus; when you get to the bottom of the page, the pull down menu is obscured by the byline of the web developer.

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord
2	Z TIMELY INFO
53	Up-to-date information. A website is only useful as long as the info is current.
120	Have timely info of general interest to all employees not just a few.

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord
<b>1</b>	<b>Z USER FRIENDLY</b>
175	user friendly
<b>1</b>	<b>Z CLEAR INFO</b>
154	Good Instructions or Clear Information
<b>1</b>	<b>Z COLORFUL / PICTURES / FUN</b>
70	The site should be an eye catcher with colors and pictures to make it fun.
<b>1</b>	<b>Z GOOD RESOURCE</b>
101	a good resource
<b>1</b>	<b>Z HEADLINES</b>
92	HEADLINERS ON THE FIRST PAGE TO THE ABOVE ARTICLES.
<b>1</b>	<b>Z PRIDE IN SITE</b>
148	A sense of pride when seeing "our page"
<b>1</b>	<b>Z PROFESSIONAL LOOK</b>
13	Professionally done with colors soothing to the eye (not bright red, but maybe blue) with correct spelling and grammar- please recheck your question, it has an error)
<b>1</b>	<b>Z QUALITY CONTROL</b>
52	Quality control to ensure access to the files stated within the site.
<b>1</b>	<b>Z SEARCHING CAPABILITY</b>
42	A good "search" area for available links to assist us in our jobs.
<b>1</b>	<b>Z USEABLE INFO</b>
117	Information I can use regularly

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord	
8	<b>X (COMPLIMENTS)</b>	
8	The menu of topics on the left side with boxes that come up for each topic listing the subjects covered are great!!!It looks like it covers about every possible subject.	16 I like what I have been able to view so far, but there is a lot there! I don't think I will ever get thru it all. But there is some good information included in the site and it's links!
50	I also think that it is important that all web sites including this one be easy to manage through all of the pages, as well as be flashy and colorful. I think that this web site is very easy to navigate and that it is well done.	62 Just being kept informed helps out a lot!!! Thanks!!!!
71	Really like the new look! Fun buttons (icons) and lots of action! Keeps things interesting.	84 Employee Profile - I am so glad to have access to this!
176	This new site is very informative and time saving searching, simple click and your there with questions and answers. Will there be continuance updates posted? And how often, quartely or annually?	183 What you have already is good and the presentation is logical. Perhaps you could put a bulletin board in place, where people could ask about resources (i.e grants), tips on how to lobby legislators, information about certain topic, consultatants, etc. A suggestion regarding the pull down menus; when you get to the bottom of the page, the pull down menu is obscured by the byline of the web developer.

## DOHnet4 Survey #1 - Responses by Key Words

#	KeyWord		
4	X (COMMENTS)		
8	That pretty-well covers everything I had time to look over.	133	Presently overwhelmed
133	need to get acquainted	133	Anxious to learn, see, investigate